

Issues in Knowledge Management

Mohamad Fauzan Noordin



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ISSUES IN KNOWLEDGE MANAGEMENT

Editor

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THE KEY ELEMENTS OF KNOWLEDGE MANAGEMENT SYSTEM IN NGOS

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Abstract

Knowledge Management Systems (KMS) are vital for disaster detection, response planning, and management. There are three key important element should be focus to implement the KMS for the support of HA/DR in Malaysia. The first key is people who involved in the disaster relief such as from NGOs parties. The second key is process which includes the steps to manage KMS objectives. The third key is the technology associated to the systems that assist in disaster relief. This chapter will discuss briefly on how those three elements related together in KMS.

19.1 Introduction

Three key components drive all improvements in software development productivity: the PEOPLE involved, the organization of the development PROCESS, and the TECHNOLOGY used (Palazzi & Khodabandeh, 1994). In order to implement the successful Knowledge Management System for the support of Humanitarian Assistance/Disaster Relief (HA/DR) in Malaysia we have to consider People, Process and Technology as a key to the success of the system development. Further elaboration on the key components listed below that stated by Palazzi & Khodabandeh, 1994.